# Variables: Mayor's Hotline

| Variable Name | Label | Type | Value Codes | Missing Code |
|---|---|---|---|---|
| CASE_ENQUIRY_ID | Case identification number | Int (9 digit) | NA | |
| OPEN_DT | Case open date | Date (mm/dd/yyyy hh:mm:ss AM/PM) | NA | (BLANK) |
| TARGET_DT | Cutoff date for case completion 'ontime'. (I.e. If CLOSE_DT > TARGET_DT OnTime_Status = OVERDUE) | Date (mm/dd/yyyy hh:mm:ss AM/PM) | NA | (BLANK) |
| CLOSED_DT | Case close date | Date (mm/dd/yyyy hh:mm:ss AM/PM) | NA | (BLANK) |
| OnTime_Status | On time status of a case | Character String | ONTIME OVERDUE | (BLANK) |
| CASE_STATUS | Status of a case | Character String | Open Closed | |
| CLOSURE_REASON | Reason case was closed and result of closure | Character String (contains text input by user) | See: Value Code Index | (BLANK) |
| CASE_TITLE | Individual case type occasionally with appended district or location information | Character string (combination of predefined selection and additional | See: Value Code Index | |

| | | user-entered information) | | |
|---|---|---|---|---|
| SUBJECT | Party responsible for case completion | Character string (predefined selection) | See: Value Code Index | |
| REASON | Overall categorization of case type. Relates to TYPE<br>Ex: REASON = Street Lights<br><br>TYPE = Street Light Outages | Character string (predefined selection) | See: Value Code Index | |
| TYPE | Individual case type | Character string (predefined selection) | See: Value Code Index | |
| QUEUE | Queue assigned to case. Based on case type and location. Ex: PWDx_District 07: South Dorchester | Character string (predefined selection) | See: Value Code Index | |
| Department | Department assigned to a case | Character string (predefined selection) | See: Value Code Index | |
| SubmittedPhoto | URL that leads case photo | URL | | (BLANK) |
| ClosedPhoto | URL that leads case photo (employee | URL | | (BLANK) |

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|---|---|---|---|---|
| | generated) | | | |
| Location | Location of case | Address (#, Street, Neighborhood, MA, zip) | | (BLANK) |
| fire_district | Fire district case is within | Integer | See: Value Code Index | NA |
| pwd_district | Public works district case is within | Character string (#char) or (##) ex: 06, 10B | See: Value Code Index | (BLANK) |
| city_council_district | City Council district case is within | Integer | See: Value Code Index | NA |
| police_district | Police district case is within | Character string (char#) ex E18, A1 | See: Value Code Index | (BLANK) |
| neighborhood | Neighborhood case is within | Character string (predefined selection) | See: Value Code Index | (BLANK) |
| neighborhood_services_district | | Integer | See: Value Code Index | 0 |
| ward | Ward number | Character string or Integer (predefined selection) | See: Value Code Index | (BLANK) |
| precinct | Precinct number | Integer | See: Value Code Index | |
| land_usage | Land use for a given location/parcel. Ex. Mixed, Residential | Character string (predefined selection) | See: Value Code Index | |

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|---|---|---|---|---|
| | or Commercial | | | |
| LOCATION_STREET_NAME | Number and street name for a case location | Character string (user input?) | | (BLANK) |
| LOCATION_ZIPCODE | Zip code for case location | Integer (5 digit) | See: Value Code Index | NA |
| Property_Type | Type of address for case | Character string (predefined selection) | Address Intersection | (BLANK) |
| Property_ID | ID number for address associated with case. Values uniform with values within CoB Master Address List . | Integer | | NA |
| LATITUDE | Latitude of case address | Float | | |
| LONGITUDE | Longitude of case address | Float | | |
| Source | Source of case | Character string (predefined selection) | Employee Generated Constituent Call Self Service Citizens Connect App<br><br>City Worker App Maximo Integration | |
| Geocoded_Location | Geocoded lat, long of case location | (Lat, Long) | | |